



PILLAR NEWS

EDITION 29 • AUGUST 2024



COMPANY NEWSLETTER

PILLAR TEAM

WELCOME TO PILLAR NEWS!

In this newsletter, you will get to know your office support team, your fellow colleagues, and any Pillar updates! Pillar Management is here to support all our staff members.

SO LET'S GET STARTED!

PILLAR SECURITY NEWSLETTER

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MESSAGE TO ALL OUR GUARDS

At Pillar Security, we pride ourselves on being a team that not only protects but also fosters a safe and welcoming environment in every building we secure. While Property Management is our valued client, and the residents are the heart of the communities we safeguard, you—our dedicated guards—are the face of our service. Your professionalism, attentiveness, and commitment are what uphold our reputation and strengthen our relationships with clients, residents, and the Board of Directors alike.

Our success as a company is deeply intertwined with the satisfaction of our clients, the trust of the residents, and the confidence of the Board of Directors. It's essential to understand that the Board of Directors plays a critical role in the operations of the properties we protect. They are integral to the decision-making process and have significant influence over the services provided at each site. Maintaining a strong and positive relationship with them, alongside Property Management, is crucial to our continued success.

By focusing on providing exceptional service and anticipating the needs of all, you help us maintain and grow our strong reputation, which in turn strengthens our relationship with all stakeholders. As you go about your duties, think of how each action, each interaction, can positively impact our collective goals. When Pillar Security thrives, it creates opportunities for everyone within our organization to grow and succeed.

Thank you for your continued dedication and for always putting your best foot forward. Together, we can ensure that Pillar Security remains the trusted name in security services that our clients, residents, and the Board of Directors rely on.

WRITING EFFECTIVE INCIDENT REPORTS

- **Act Swiftly & Accurately:** Record incidents ASAP, while they're fresh in your mind! Accuracy matters – jot down dates, times, locations, and everyone involved.
- **Be Clear & Objective:** Nail that summary! Give a concise, objective account of what went down—no personal opinions allowed!
- **Details, Details, Details:** Paint a vivid picture! Describe actions, people, witnesses, property – even medical or police help. The more precise, the better!
- **Structure It Right:** Make it easy to read! Organize your report into sections like Incident Description, Action Taken, Witnesses, and Notes.
- **Stick to the Facts:** Fact-checking mode ON! Avoid assumptions or speculations – just the cold, hard facts!
- **Stay Impartial:** Channel your inner detective! Write neutrally, no emotions or judgments allowed.
- **Speak Like a Pro:** Keep it classy and pro! Clear, concise language – no jargon, abbreviations, or slang. Grammar police are watching!
- **Talk is Evidence:** Document conversations! Note who was involved and what was discussed – it's crucial intel.
- **Show the Proof:** Unleash your detective skills! Attach supporting evidence like photos, videos, or audio. Boost that report's credibility!

PACKAGE HANDLING PROCEDURE

One of the primary responsibilities of a concierge revolves around managing packages. We act as intermediaries, receiving deliveries on behalf of residents. Couriers may hand packages directly to us or deposit them in a designated bin. Some deliveries may need our signature.

Upon delivery, our protocol involves several steps:

- 1. Receiving the package from the courier on behalf of the resident.**
- 2. Logging the package into our system. Subsequently, the system automatically notifies the resident that their package has been received by the concierge.**
- 3. Placing the package in the designated storage area.**
- 4. When a resident arrives to collect their package, confirming their identity and matching them with the corresponding package.**
- 5. Handing over the package to the resident only after verifying both the resident's identity and the package details.**
- 6. Updating the system to reflect the package's retrieval, effectively logging it out.**

Verification of resident identity follows specific guidelines:

- If familiar with the resident, their name and unit number can be recalled from memory, either through repeated interactions or due to a preexisting relationship.**
- Requiring presentation of a valid photo ID, such as a driver's license, ensures that the individual claiming the package is indeed the rightful owner.**
- In cases where a photo ID isn't available, discretion may be exercised. This can involve prompting the resident for information found in their unit file, such as the last four digits of their registered phone number, parking spot number, or storage room details.**
- Relying solely on verbal confirmation or displaying the courier's notification message is insufficient for resident verification.**



SUPERVISOR OF THE MONTH

Mohammed Jameel – The Renaissance

SITE GUARD OF THE MONTH

Jatin Saini – Lotus

Congratulations to the site supervisor and guard of the month at Pillar Security for their outstanding dedication and invaluable contributions to our team. Let us know if your colleagues are performing well. Send an email to OPS. We love hearing positive feedback!



Happy BIRTHDAY



**Happy Birthday to all August Babies!
Pillar hopes you have a super fantastic
birthday celebration!**